

DIRECT PAYMENT, QUESTIONS AND ANSWERS

Q. What is Direct Payment?

A. Direct Payment is automatic bill payments. Your bills are paid automatically from your checking or savings account. You don't have to write checks!

Q. What is the advantage of Direct Payment?

A. It saves time and work! Paying bills is a time consuming chore, Direct Payment takes it off your hands!

Q. I have my pay deposited automatically into my bank account. Is Direct Payment anything like Direct Deposit?

A. Yes. It's the same process in reverse, instead of deposits being made into your account, payments are made from your account. Both Direct Deposit and Direct Payments are made through an automated clearing house [ACH], a national electronic payment system.

Q. How can you take money out of my account?

A. Only with your authorization. No one is allowed to collect payments from your account automatically unless you specifically authorize it.

Q. When are Direct Payments taken out of my account?

A. On the due date unless it falls on a weekend or holiday, then it's the next business day. You will not pay a late fee and your payment is always on time!

Q. How will I know how much I owe every month?

A. You will still receive a monthly bill showing the charges that will be paid from your account.

Q. If I don't write checks, how do I keep my check-book?

A. Your utility bill will be taken on the 5th so you can deduct it from your checking register.

Q. Without a cancelled checks, how can I prove I made my payment?

A. Your bank statement gives you an itemized list of your automatic payments. It's your proof of payment. It also makes reconciling your checking or saving account easy.

Q. How much does Direct Payment cost?

A. There is no charge for the Direct Payment service. Plus you save the cost of stamps, checks and envelopes.

Q. What if I try Direct Payment and don't like it?

A. You can cancel your authorization for automatic payments at any time by notifying us in writing. You have the right to stop payment of a charge up to five business days before the payment date.

Q. How do I sign up for Direct Payment?

A. Complete, sign and return the form below and return it to City Hall.

Q. How do I know when the first payment is taken from my bank account?

A. Watch for the message "Paid by Draft" to appear on your statement.

Mail or drop form to:
City Hall
Attn: Kelly Leidenfrost - Utility Billing
100 NE 7th Ave, P O Box 244
Little Falls MN 56345-0244

AUTHORIZATION FOR DIRECT PAYMENT, AUTOMATIC BILL PAYMENTS

I authorize the City of Little Falls to initiate entries to debit my account described below for payment of utility services. This authorization is to remain in effect until the City of Little Falls receives written notification from me to terminate.

Name: _____ Account No. _____

Service Address: _____

Checking ___ or Saving ___ [Attach a voided check or deposit slip to provide financial institution information]

Financial Institution Name: _____

Routing No.: _____

Checking Account No.: _____ OR Saving Account No.: _____

Signature: _____ Date: _____

Phone No.: _____

OFFICE USE: Date added _____ Date removed _____ Other _____